THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND THE MINISTER OF STATE IN THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK):

(a) No, Sir.

(b) Does not arise.

(c) The name of the corporation has already been registered as Mumbai Railway Vikas Corporation (MRVC). The process of setting up of the corporation has been initiated after signing of the Memorandum of Understanding (MOU) between Indian Railways and Government of Maharashtra on 26.5.1958.

(d) The Corporation is being set up to develop coordinated plans and implement the rail infrastructure projects, undertake commercial development of Railway land and airspace, coordinate with organisation operating the train services and responsible for protection of railways right of way and urban development of purposeful resolution of allied issues and problems. This would result in augmenting the capacity and efficiency of the suburban Rail system. This would also help in containing growing congestion on roads and resultant environmental pollution, and also reduce the dense crush load during peak hours on suburban trains.

(e) Sources of funds of the new Corporation will be form:—

(i) Revenue from commercial development of railway land and air space.

(ii) Budgetary support from Government of Maharashtra and Indian Railways.

(iii) Borrowings to be decided with mutual consent of Government of Maharashtra and Indian Railways.

(iv) Surcharge to be levied on commuters from a date to be mutuall agreed to between Government of Maharashtra and Indian Railways.

Proposal to set up Customer care unit

4260. DR. D. VENKATESHWAR RAO: Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have proposed to set up customer care unit;

(b) if so, the details thereof; and

(c) when would the unit start functioning?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND THE MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND THE MINISTER OF STATE IN THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION) (SHRI RAM NAIK): (a) Yes, Sir.

(b) and (c) In order to bring about an attitudinal change in the behaviour of the frontline staff coming in contact with travelling public, Railways have been making serious efforts in this area almost on regular basis. For this purpose, various seminars are organised for Cutomer Care and Courtesy by the Zonal Railways by associating professionals in this field from Management Institutes and Universities. For making a formal institutionalised arrangement, it has recently been decided to set up Customer Care Institute on Northern Railway for conducting courses for frontline staff. For this purpose, experts from Management Institute & Universities etc. will be associated and curriculum will be so organised that the frontline staff is exposed to state-of-the-art technology also. Action for setting up the Institute is underway.